

Michelle Anne M. Ramirez

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OBJECTIVE

To be able to provide excellent and accurate service to my client and to be able to share my knowledge and experience with the company.

EXPERIENCE

Intercontinental Hotels Group | Luxury Sales and Service Specialist [November 2018 - Present]

- Made reservations for guests based on their various requirements and budget
- Assisted customers in checking accommodations and transportation from a variety of travel options
- Helped plan travel itineraries by suggesting local tourist attractions and places of interest
- Processed payments and sending confirmation details to customers
- Upsold, when appropriate, by informing customers of additional services or special packages, such as tour tickets, travel insurance, or upgraded seats/accommodations
- Provided support to customers who may need to amend or cancel a reservation
- Assisted customers through chat and email
- Answered escalated calls from customers
- Handled loyalty account issues
- Processed payments and solved payment issues
- Assisted customers with concerns regarding unpleasant customer service experience

Peer Coach

- Provided real time assistance to agents on the production floor
- Provided real time feedback on agent development
- Send weekly and monthly report of agent progress
- Assisted new hire agents taking phone calls
- Oversaw meetings and huddles for new hires and up training for tenured agents
- Evaluated calls for quality assurance purposes

EDUCATION

College [2012-2016]

University of Baguio

Secondary Level [2008-2012]

Saint Louis School Center High school Department

SKILLS

- Handle inbound and outbound calls
- Handle email and chat communication
- Basic use of Microsoft Office applications and Google Apps to create documents and files